

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh *work-family conflict*, *work stress* dan kepuasan kerja terhadap kinerja pegawai di wilayah Pengadilan Tinggi Agama NTT. Penelitian ini menggunakan pengambilan sampel dengan teknik *purposive sampling*. Jumlah sampel dalam penelitian ini sebanyak 51 responden. Data primer didapatkan melalui kuesioner yang didistribusikan langsung ke kantor Pengadilan Tinggi Agama NTT dan kantor Pengadilan Agama Kupang serta data sekunder yang didapatkan dari *database* dalam *website* PTA NTT dan PA Kupang. Teknik analisis data menggunakan SEM dengan *software SmartPLS 3.0* dan statistik deskriptif menggunakan *SPSS versi 15.0 for Windows*.

Berdasarkan hasil analisis yang telah dilakukan, menunjukkan bahwa *work-family conflict berpengaruh signifikan terhadap work stress*, *work-family conflict tidak berpengaruh signifikan terhadap kepuasan kerja*, *work stress berpengaruh signifikan terhadap kepuasan kerja*, *work-family conflict tidak berpengaruh signifikan terhadap kinerja*, *work stress tidak berpengaruh signifikan terhadap kinerja*, *kepuasan kerja berpengaruh signifikan terhadap kinerja*, *kepuasan kerja tidak berpengaruh signifikan sebagai mediasi antara work-family conflict dan kinerja*, *kepuasan kerja tidak berpengaruh signifikan sebagai mediasi antara work stress dan kinerja*, *work stress berpengaruh signifikan sebagai mediasi antara work-family conflict dan kepuasan kerja*.

Kata Kunci: *work-family conflict*, *work stress*, *kepuasan kerja*, *kinerja*

ABSTRACT

This study aims to analyze the effect of work-family conflict, work stress and job satisfaction on employee performance in working area of Pengadilan Tinggi Agama NTT. This study used purposive sampling technique. The number of samples in this study were 51 respondents. Primary data were obtained through questionnaires distributed directly to employess of Pengadilan Tinggi Agama NTT office and Pengadilan Agama Kupang office. Secondary data obtained from the database on PTA NTT and PA Kupang websites. Data analysis techniques were SEM using SmartPLS 3.0 software and in order descriptive statistics using SPSS version 15.0 for Windows.

The result shows that work-family conflict has significant effect on work stress, work-family conflict has no significant effect on job satisfaction, work stress has significant effect on job satisfaction, work-family conflict has no significant effect on performance, work stress no significant effect on performance, job satisfaction has significant effect on performance, job satisfaction has no significant effect as mediation between work-family conflict and performance, job satisfaction has no significant effect as mediation between work stress and performance, work stress has a significant effect as mediation between work- family conflict and job satisfaction.

Keywords: work-family conflict, work stress, job satisfaction, performance